



DODGE COUNTY SHERIFF'S OFFICE

Dale J Schmidt Sheriff Scott Mittelstadt Chief Deputy

FOR IMMEDIATE RELEASE

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National Telecommunicator Week

This week is National Telecommunicator week and we are recognizing our communications officers all week long. This year's press release is brought to you by Communications Officer Peter Kaczmariski as he tells firsthand about the work of a communications officer at the Dodge County Sheriff's Office. Please join us in thanking them for their work this week.

"April 9-13, 2018 is National Telecommunicator Week and is recognized nationally. Here in Dodge County twenty one 911 Dispatchers work a 24/7 schedule. During all weather events, holidays and personal events we are here to serve those in need. Nationally the average 911 dispatcher stays four years before moving on. The stress of the job, combined with the demands can be significant. Here, we have as few as six months up to thirty three years of job experience. The support comes from those we serve. For the many police, fire or EMS departments, we are be their lifeline.

When I started here in 1988 we still used time clocks to document calls for service and hand wrote short notes on the back. You could be the only dispatcher working and would have to handle everything from call taking to getting appropriate help to the caller. The evolution of the computer came and a quicker and accurate way was used to do our job. The requirements of the job are many but to know what to do as quick as possible is the most important aspect of the job.

Besides answering all 911 calls, we answer non-emergency calls. In 2016 we handled over 142,000 incoming and outgoing calls. The entry of warrants and stolen property plus maintaining accuracy is tedious and time consuming. A high degree of professionalism is carried out daily. People typically call in during a stressful time. Careful listening must be done to ensure complete information is given to responding units to ensure their safety and to guide the caller in the time allowed for a clear picture of the event. Multitasking is the most important trait of a 911 dispatcher. Many that have sat with us have seen us at work. Frequently when things are at their worst, we are at our best. Ongoing training enhances our skills to bring back and share with others.

Many things have changed in my thirty years here but the level of commitment to do our best for the citizens of Dodge County is still our goal and is demonstrated each day. You may not know us by our face and never know us on the street, but our voices are heard by those we come in contact with in their time of need. Thank you citizens of Dodge County." Questions may be directed to Sheriff Dale J. Schmidt.

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